

*Putting the 'Transit' in Transition!*

2016 Iowa Transition Conference  
September 29, 2016



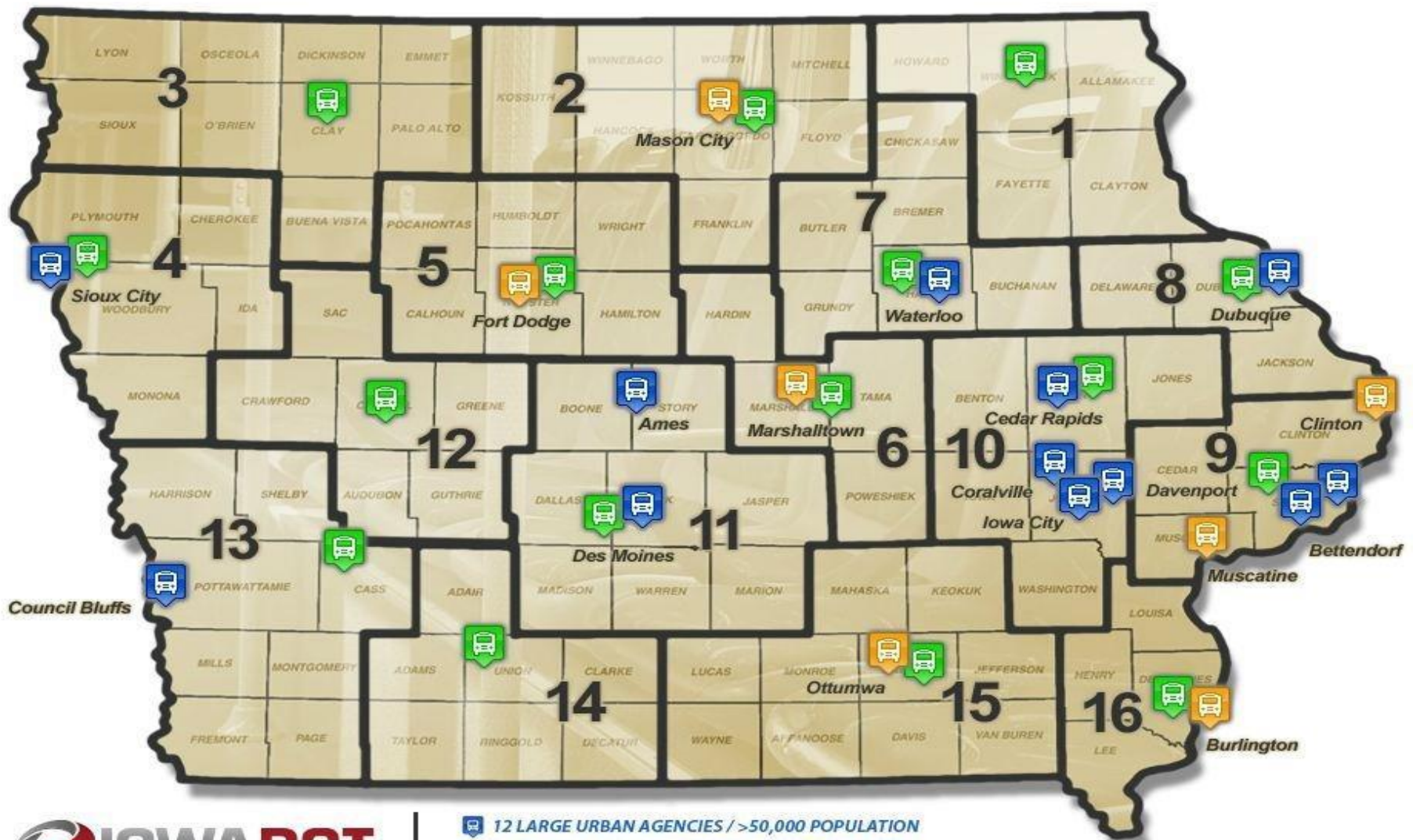
# Introductions

- Kristin Haar
  - Compliance and Training Officer  
Iowa DOT Office of Public Transit
  - Chair of Iowa Transportation Coordination Council
- Jeremy Johnson-Miller
  - Transit Programs Administrator  
Iowa DOT Office of Public Transit
  - Statewide Mobility Coordinator

# Public Transit in Iowa

- 35 public transit systems, covering all 99 counties
- Fiscal Year 2015 ridership was over 28.7 Million
  - 25.5 Million rides provided by 19 urban systems
  - 3.2 Million rides provided by 16 regional systems
- 1,600+ public transit vehicles
- Funding sources include local funds, passenger fares, State Transit Assistance, and the Federal Transit Administration

# Iowa's Public Transit System



# 3 Types of Public Transit Service

- Demand Response – Provided by the 16 regional transit agencies. Ride reservations are made in advance, normally 24 hours, with the bus picking up the passenger at their location and taking them to their destination. Service is available to the general public, including persons with disabilities.

# 3 Types of Public Transit Service, continued

- Fixed Route – Provided by the 19 urban transit agencies. This type of transit is provided with set routes, stops, and time points. No advance reservations are necessary. Service is available to the general public, including persons with disabilities.
  - One unique type of fixed route service, used by several Iowa communities, is the **flag stop** system. The buses still operate on fixed routes, but rather than having specific marked stops, persons wishing to ride simply need to be at an intersection along the route and wave to the driver to stop. Likewise, the passenger may be let off at any intersection along the route.

### 3 Types of Public Transit Service, continued

- ADA Complementary Paratransit – Provided by the 19 urban transit agencies in, at a minimum,  $\frac{3}{4}$ -mile around a fixed route. Passengers must apply, meeting ADA-qualifications to ride. Ride reservations are made the day prior to the desired trip, with the bus picking up the passenger at their location and taking them to their destination. Fares for this origin-destination service may be no more than double the regular fixed route fare.

# ADA Complementary Paratransit

- An individual is eligible for ADA paratransit service if the individual's disability prevents them from:
  - Getting to or from a bus stop;
  - Boarding a fixed-route vehicle; or
  - Navigating the system.
- Eligibility may be Unconditional, Conditional, or Temporary

# Decision-making in Public Transit

- Iowa's 35 public transit systems are organized in several different ways
  - Department of city
  - Private, non-profit
  - Intergovernmental 28E Agreement
- All must allow for public input opportunities
  - Annual funding application to Iowa DOT
  - Fare increases
  - Major service reductions

# Decision-making in Public Transit

- All Board meetings open to public, as well
- Contact the local public transit agency to be added to meeting notification list
  - [www.iowadot.gov/transit/agencies](http://www.iowadot.gov/transit/agencies)

# Passenger Transportation Services

- It's not just about public transit...
- Taxis, ride sharing, charter buses, intercity bus service, human service organizations, non-emergency medical transportation companies, volunteer transportation, and public transit all make up the passenger transportation system in Iowa

# Taxis

- Taxis provide on-demand, personal transportation, from the passenger's location directly to the desired end destination
- Taxi services are available in communities of all sizes, from very rural to large metro areas
- The majority of taxis are not ADA-accessible

# Ride Sharing

- Transportation Network Company (TNC)
- Uber and Lyft operate on the demand of individuals utilizing a mobile app, riders can request a ride with an available driver. Rides are offered in a driver's personal vehicle. UberPool is a cheaper option when sharing your ride with multiple riders
- ZipCar is designed to be a cooperative car sharing service, members can locate the nearest car on a mobile app, and reserve for several hours to days.

# Ride Sharing

- [www.iowarideshare.org](http://www.iowarideshare.org)
- Iowa's Statewide Ridematching System
- Quickly and securely find viable commute options including carpool partners, cycling buddies, transit routes, and more
- Single trips or everyday



# Non-Emergency Medical Transportation (NEMT)

- Eligible to members with full Medicaid benefits
- DHS and IME contract with (3) MCOs
  - Amerigroup Iowa, Inc.
  - AmeriHealth Caritas
  - United HealthCare
- Each MCO contracts with a broker for NEMT
  - Logisticare
  - Access2Care (TMS)
  - MTM

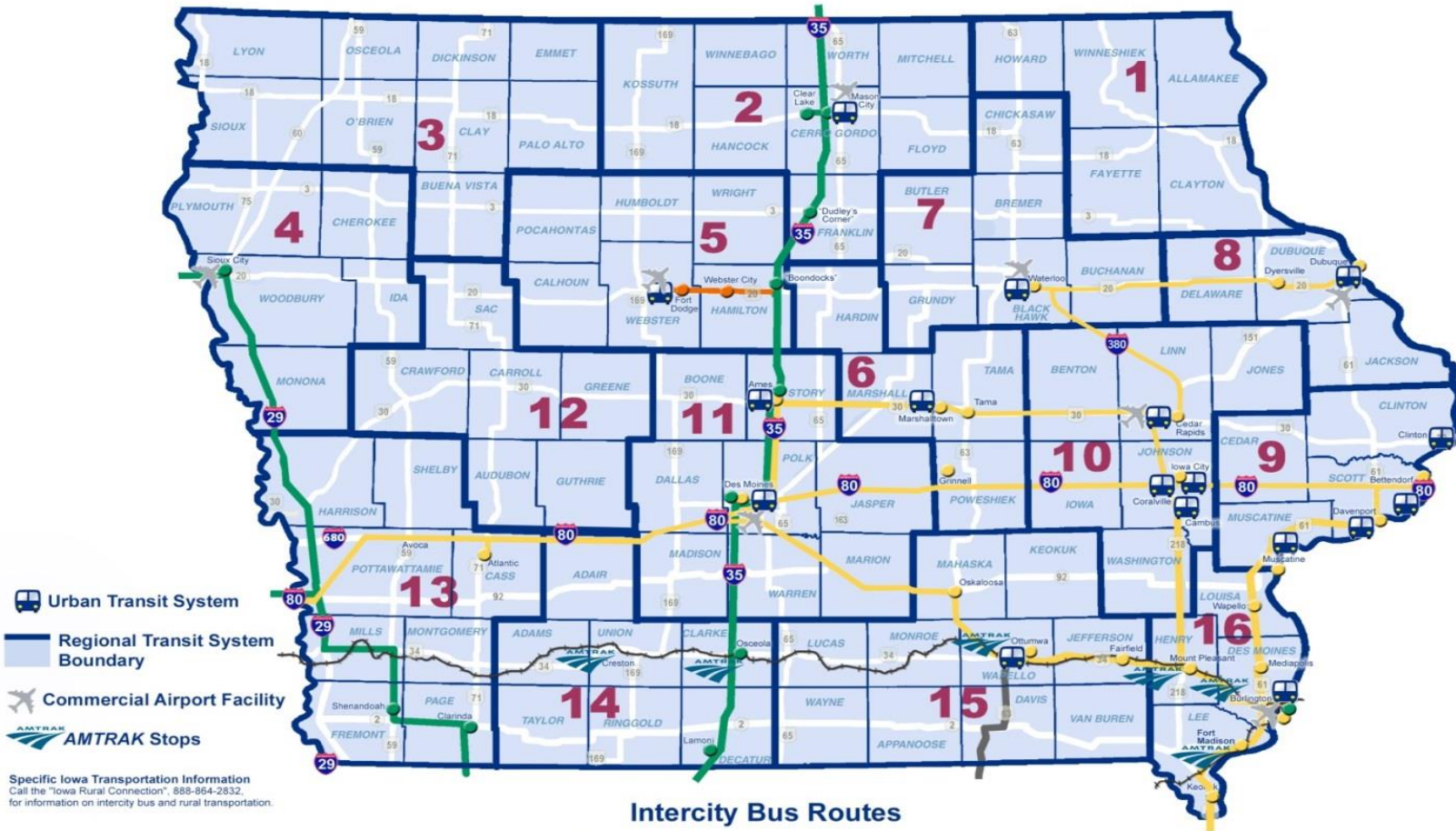
# Non-Emergency Medical Transportation (NEMT)

- The majority of Iowa's 35 transit systems contract with each NEMT broker
- Members call their respective NEMT broker to schedule a ride, and is then scheduled with the transit system through an online portal
- IPTA and DOT have developed a working relationship to solve issues together as they arise

# Intercity Bus

- Intercity bus service provides a cross-country passenger transportation option for those not wanting to or are unable to afford flying or driving
- Intercity bus service also connects more small communities than flying, making it more accessible for some

# Iowa Passenger Transportation Services



Specific Iowa Transportation Information  
Call the "Iowa Rural Connection", 888-864-2832,  
for information on intercity bus and rural transportation.

# Volunteer Transportation

- Many volunteer organizations exist around the state, providing a range of services from home repairs to food pantries to transportation
- Volunteer transportation programs can be formalized through an established non-profit organization, or simply through a smaller network of neighbors
- Volunteer organizations may only serve specific segments of the population such as low-income or those aged 60+ or only provide transportation for specific purposes

# Volunteer Transportation, continued

- These programs fill a niche in the community, responding to a recognized need often faster and at a lower cost than a public or private transportation provider could
- Services are generally provided at low or no cost to the rider
- Funding can come from a variety of sources: free will donations, community foundations or even state and federal grants

# Human Service Agencies

- Human service agencies transport clients in agency or personal vehicles or work with public transit agencies to ensure clients' transportation needs are met
- While not the core of their business, transportation is an essential function to ensure clients receive the care and services they require
- Because the transporting of clients is often an afterthought or an “other duty as assigned” in a job description, human service agencies may not know the actual cost of providing this service when staff time, insurance, fuel and maintenance costs are all tabulated

# Private Providers

- Provision of passenger transportation can also be a profitable business venture
- In addition to the taxicab and intercity bus services already discussed, private, for-profit companies provide:
  - Non-emergency medical transportation (Medicaid, Waiver)
  - Charter services

# LifeLong Links

- LifeLong Links is the one-call/one-click information, referral, and assistance site for transportation and social service resources in Iowa
- [www.lifelonglinks.org](http://www.lifelonglinks.org)
- (866) 468-7887
- 35 public transit agencies and 69 veterans transportation providers are listed in the database along with *many* other resources
- Mainly focused on services for those aged 18+



# Coordination and navigation of services

- With all the options presented, it can be a very overwhelming to know how to best get from point A to point B. Several communities and regions throughout the state have hired mobility coordinators in the past couple years to help with just that issue.
- What happens after Point B?

# Iowa Transportation Coordination Council

- Formed in response to Iowa's first-in-the-nation transportation coordination law, passed in 1976
- *Mission: Provide statewide leadership on transportation coordination to improve the mobility of all Iowans*
- *Vision: Access to transportation for all Iowans*
- ITCC views Mobility Management as part of their strategy to solve transportation access and coordination issues statewide

# Iowa Transportation Coordination Council

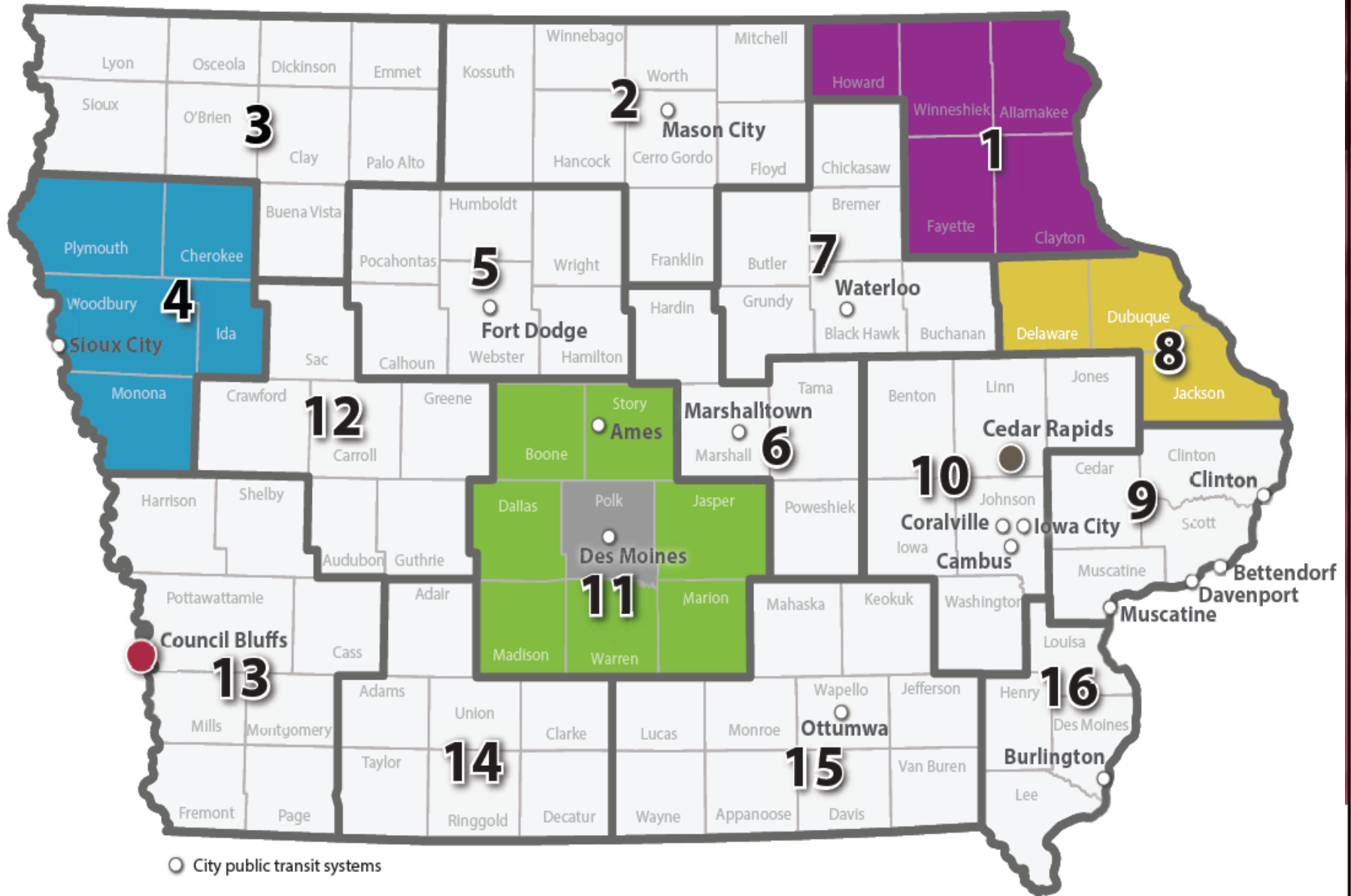
- Statewide approach to solving Iowa's transit issues
- Past projects include:
  - Statewide Passenger Transportation Summit (May)
  - Development of partnerships
  - Community conversations (Atlantic pilot)
  - Speaking opportunities
  - Promotion of Iowa public transit

# Mobility Management in Iowa

- An important component in navigating the passenger transportation services in Iowa over the past several years has been the availability of Mobility Managers or Coordinators in a few regions and urban areas
- Mobility management is an innovative approach for managing and delivering coordinated transportation services to customers, including low-income individuals, older adults, and persons with disabilities
- Mobility management is person-centered, assisting with the whole trip, using as many modes of transportation necessary, not just public transit

# Mobility Management in Iowa, continued

- The mobility coordinator positions have been funded with federal funds through the Iowa DOT and local matching monies
- Unfortunately, the dedicated federal funds are expiring and several mobility coordinator positions have been vacated in the past year



# Mobility Management Contact Info

- Contact information for Iowa's Mobility Managers can be found at:  
[www.iowadot.gov/iowamobilitymanagement/](http://www.iowadot.gov/iowamobilitymanagement/)

# Mobility Management Skills

- Travel Training is an useful tool to understand how to navigate your local transit system
  - Trip Assessment
  - Trip Planning
  - Safe street crossing
  - Walking assessments
- Anyone can take the training, and can be tailored to specific groups

# Your Role in Transportation

- Get involved with your local Transportation Advisory Groups
  - Excellent opportunity to discuss gaps in service or coordinated transportation needs with metropolitan and regional planning agencies
  - Variety of passenger transportation providers and human service agencies typically attend, but open to the public
  - See handout for contact information

# Your Role in Transportation

- Capital funding urgently needed
- Approximately 60% of Iowa's 1,629 vehicle bus fleet is over its federal useful life, with a replacement cost of over \$125 Million – growing to \$221 Million over next 5 years
- Advocate on behalf of public transit to the Iowa Legislature and US Congress

# Questions and Contact Info

- Any questions?

Kristin Haar

[kristin.haar@dot.iowa.gov](mailto:kristin.haar@dot.iowa.gov)

Jeremy Johnson Miller

[jeremy.johnson-miller@dot.iowa.gov](mailto:jeremy.johnson-miller@dot.iowa.gov)

# Thank you!

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